

3627

TRANSMITTAL LETTER FOR AMENDMENT

NCR Docket No. **8598**

MMB Docket No. **1001-0627**

In re patent application of: **Parker et al.**

Serial No.: **09/735,835**

Filing Date: **December 13, 2000**

Examiner: **I. Borissov**

Group Art Unit: **3627**

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GROUP 3600

For: **Interaction-Based Servicing of Business Customers**

TO THE COMMISSIONER OF PATENTS:

Transmitted herewith is a Response to Office Action in the above-identified patent application. The fee has been calculated as shown below.

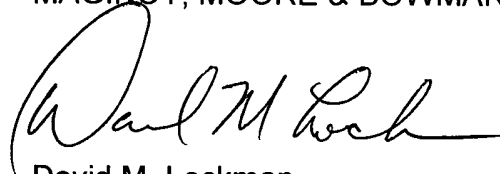
CLAIMS AS AMENDED

| | Claims Remaining After Amendment | Highest No. Paid For | Fee Calculation | Addit Fee |
|-------------------------------|-------------------------------------|-------------------------|--------------------|--------------|
| Total Claims | 18 | 20 | 0 X 18 | \$ 0.00 |
| Independent Claims | 3 | 3 | 0 X 80 | \$ 0.00 |
| Total Additional Fee Required | | | | \$ 0.00 |

- * Please provide any further extensions of time which may be necessary and charge any fees which may be due to Deposit Account No. 13-0014, but not to include any payment of issue fees.

Respectfully submitted,

MAGINOT, MOORE & BOWMAN

A handwritten signature in black ink, appearing to read "David M. Lockman". The signature is fluid and cursive, with a large initial "D" and "L".

David M. Lockman
Attorney for Applicants
Registration No. 34,214

July 28, 2003
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No. 8598

MMB Docket No. 1001-0627

Application of: **Parker et al.**

Serial No.: **09/735,835**

Filed: **December 13, 2000**

For: **Interaction-Based Servicing Of Business Customers**

Group Art Unit: 3627

Examiner: **I. Borissov**

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Walden

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on July 28, 2003
(Date of Deposit)

David M. Lockman

Name of person mailing Document or Fee

David M. Lockman
Signature of person mailing Document or Fee

July 28, 2003

Date of Signature

RESPONSE TO OFFICE ACTION

Commissioner of Patents
Washington, D. C. 20231
Sir:

In response to the first Office Action that was mailed on April 28, 2003,
please enter the following:

AMENDMENT

Please amend the claims as follows (a marked up copy of the claims are presented at the end of this action).